

## BUSINESS OFFICE

### New Patient Registration

#### Please bring with you to registration:

- Tribal verification of enrollment or descendency
- Proof of residency: state-issued ID or driver's license (see below for acceptable documentation)
- Medical and dental insurance documentation: private insurance/qualified health plan, WA Apple Health/Classic Medicaid, Medicare, Worker's Comp, L&I, etc.
- Social Security Number (SSN) or card

### Existing Patients

#### Please keep your personal information updated

It's very important that the personal information we have on file for you is updated and accurate. This will help us ensure you receive the care you need and get important information to you quickly. When you check in with Registration, we may ask you for additional information.

#### Provide the following identifying information in order to update your records:

- Current medical insurance
- State-issued ID or drivers license (if identity needs to be verified)
- Provide proof of your residency (if necessary): mail received within the last 30 days, vehicle registration or valid insurance card, state-issued ID or drivers license, current tribal ID, pay stub with address, utility bill, bank statement, or written statement from head-of-household.



## NISQUALLY TRIBAL HEALTH DEPARTMENT

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## BUSINESS OFFICE

NISQUALLY TRIBAL HEALTH DEPARTMENT



## Existing Patients (continued)

### If you’ve had a name change, please provide:

- Marriage certificate or divorce decree with name change
- Court documentation (if tribal document is your maiden name or another name)
- State-issued ID or drivers license

### Unenrolled minors please bring:

- Same documentation listed in the new patient registration and
- Birth certificate showing descendency from enrolled tribal member

## Medical Records

Nothing leaves the clinic, unless signed by the patient, legal guardian or power of attorney. This includes covered entities, anyone who provides treatment, payment and operations in healthcare, and business associates, anyone with access to patient information and provides support in treatment, payment or operations. Subcontractors, or business associates of business associates, must also be in compliance.

All the required physical, network, and process security measures are in place and followed by all staff to ensure our patients’ medical records and privacy are respected.

## Medical Records

### Accessing medical records

Patients can access their medical records by:

- Contacting or visiting your provider’s health information management (HIM) department—sometimes called the medical records or health information services department.
- Complete an authorization for disclosure form also known as release of information form.
- If you are having the records sent to another person, you will need to provide their name and contact information. For example, a patient requesting that his or her medical records from a recent hospital stay be sent to a new physician would have to provide the physician’s full name, address, and fax number
- A completed and signed authorization form is mandatory for all record releases. An incomplete or unsigned request will not be fulfilled.
- The authorization form also will ask what specific information you would like to have copied. Knowing exactly what records you want or need can be difficult. Patients who are unsure can ask a medical records professional to help them narrow down their requests.

- In the case of especially sensitive records, such as behavioral health and HIV/STD records, state law may require additional authorization. Most authorization forms have a section that addresses this type of request, and it must be filled out by the patient or their proxy if those records are requested.
- If you are picking up another person’s records, you will require additional legal documents and information to demonstrate your right to access records on another’s behalf.
- Fulfilling record requests can take time, so plan ahead and don’t expect to receive your records the day you request them.
- HIPAA allows providers 30 days to complete a record request.
- Fulfilling requests takes time because facilities receive many of them and processing them requires individual review.
- There are many good reasons to request a copy of your medical records. Even when patients are well, it is nice to know their immunization history, allergies, and have certain other pieces of information.